

CITY OF LAS VEGAS
CITY CLERK DEPARTMENT
IMPROVEMENT PLAN
DIRECTOR: Casandra Fresquez
APRIL 2013

Operational Report

- In the process of reviewing and revising City of Las Vegas Drug and Alcohol policies including the gas policy.
- Working on policy/procedures to address municipal liens.
- Quality Assurance /Records Coordinator continues to follow up on all issues and concerns from constituents and is assisting the Human Resource Department.
- General day to day operations include but not limited to Request for Public Records research and response letters, Preparation of Agenda and Minutes for Council Meetings, Recording of Ordinances, Resolutions, Contracts and other official documents.

| GOALS | IMPROVEMENT PLAN | FINANCIAL RESOURCES | RESPONSIBLE PARTY | START DATE | END DATE |
|--|--------------------------------|---------------------|----------------------|--------------------|------------|
| Modernize and improve city facilities, enterprises and services. | • Improving customer service | | City Clerk and Staff | | Ongoing |
| | • Indexing of City Resolutions | City Budget | City Clerk | March 2013 | April 2013 |
| | • Document Management system | City Budget | City Clerk | After July 1, 2013 | |

Progress

- Follow up on 100% of all calls to City Clerks Office.
- General Code is currently indexing all of the City's Resolutions. The document management system will be delayed due to the need of a separate server. I will be requesting funding during the upcoming budget process.

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|--|--|--|----------------------|-------------|---------|
| Create partnership with public and private | Community outreach through meetings and website postings | | City Clerk and Staff | Immediately | Ongoing |
|--|--|--|----------------------|-------------|---------|

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partners.

Progress

- Local newspaper is advised of all council meetings via email.
- Work Sessions and Regular Council Meetings are broadcast on Comcast and City website.
- 100% of Council Meeting Agendas and Minutes on website.

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|--------------|--|--|----------------------|-------------|---------|
| Eco Friendly | • Provide documents electronically | | City Clerk and staff | Immediately | Ongoing |
| | • Print Double sided documents | | | | Ongoing |
| | • Participate in recycling program paper/plastic | | | | Ongoing |

Progress

- 100% of Request for Public records are addressed. Request for Public Records are provided electronically to the public if the documents exist and are readily available.
- The Clerk's Office is printing 95% of all documents double sided to cut back on paper usage.
- Utilizing recycling bins for paper and plastic provided by the Solid Waste Division.